

METHOD AND APPARATUS FOR TRACKING USAGE OF ONLINE HELP
SYSTEMS

ABSTRACT OF THE DISCLOSURE

- 5 One or more embodiments of the invention provide a method, apparatus, and article of manufacture for presenting a help source. A help system is maintained that comprises a single set of one or more help source files. A request is received by the help system to present one or more of the help source files (or information from within one or more of the help source files). A help history file is obtained in response to the
- 10 request, wherein the help history file stores information relating to a usage of the help system. A customized presentation of the help source file is then displayed based on the information stored in the help history file.

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